



Judith A. Riley, J.D.

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February 6, 2009

VIA EXPRESS MAIL

Public Service Commission of  
South Carolina  
Saluda Building  
101 Executive Center Drive  
Columbia, SC 29210  
(803) 896-5125

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2009 FEB 10 AM 10:52  
SC PUBLIC SERVICE  
COMMISSION

RE: Service Quality Report – 4<sup>th</sup> Quarter 2008  
Tennessee Telephone Service, LLC d/b/a Freedom Communications USA, LLC

Attached please find the 4<sup>th</sup> Quarter Service Quality Report for the above named telecommunications provider.

If you need further information, or if you have questions, please contact me at (405) 755-8177 ext. 25, or by email at [amckay@telecompliance.net](mailto:amckay@telecompliance.net)

Sincerely,

Alicia G. McKay  
Regulatory Agent

Enclosure

**SCPSC CLEC – QUARTERLY SERVICE QUALITY REPORT**  
**SOUTH CAROLINA OPERATIONS**

COMPANY NAME Tennessee Telephone Service, LLC  
QUARTER / YEAR 4<sup>th</sup> / 2008

Month:	OCT	NOV	DEC
Number of Customer Access Lines	<u>345</u>	<u>387</u>	<u>451</u>
Trouble Reports / Access Line (%)	<u>23 / 6%</u>	<u>22 / 5%</u>	<u>18 / 4%</u>
Customer Out of Service Clearing Times (%)	<u>100%</u>	<u>100%</u>	<u>100%</u>
New Installs Completed w/in 5 Days (%)	<u>96%</u>	<u>98%</u>	<u>97%</u>
Commitments Fulfilled (%)	<u>99%</u>	<u>98%</u>	<u>97%</u>

Comments / Explanations: \_\_\_\_\_  
\_\_\_\_\_

Person Making Report / Contact Information: Pearl Lombardo  
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